



Sales Return Policy **for Excess/Unwanted Materials**

1. Exceptions: The following products cannot be returned:
 - a. Products requiring controlled storage conditions.
 - b. Special orders of non-stock items and products custom made by our principals in the UAE or abroad, or by us locally to the require lengths, shapes, sizes, colors, etc.
2. Sales return conditions for products other than those covered under item 1 above:
 - a. We accept return of unused products within 30 days following the date of purchase I delivery of the product.
 - b. The returned product must be unused, in its original unopened packaging, with any seal or wrapping intact and any labels still attached and otherwise in a condition enabling us to re-sell the product.
 - c. The product and/or the packaging shall not show any signs of damage, misuse, mis-handling, leaks and marks making it unsuitable for re- sale.
 - d. For products with expiry dates (other than those under item '1.a' above), the returned product must have a minimum of 6 months shelf life remaining.
 - e. Copies of all documentation pertaining to the original sale such as purchase orders, invoices, etc must be provided with the return.
 - f. The returned product(s) must be delivered to our stores.
 - g. Upon delivery, returned products will be inspected by our staff and acceptance of these products will be at their sole discretion. Products, or parts thereof, not accepted shall be taken back by the buyer.

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